

Mono County

PC Policy and Procedures Statement

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Mono County PC Policy and Procedures Statement

The General Philosophy

To encourage cost-effective applications of PC technology; allow end users every opportunity to acquire hardware and software, and coordinate the recommended software and hardware with education, consulting support and sharing of experience and applications. It is also essential to establish procedures for acquiring PC's and to assign clear responsibility for audit ability, security, and where relevant, maintenance.

Computer Ethics Policy

Many users share the computer facilities at Mono County. Most people use these resources responsibly. However, a few users who misuse the computing facilities have the potential for disrupting the work of other users. You are expected to exercise responsible, ethical behavior when using the Mono County computing facilities. This includes the following:

- ❑ You must use only the computer accounts which have been authorized for your use by Mono County. The unauthorized use of another's account, as well as the providing of false or misleading information for the purpose of obtaining access to computing will be treated accordingly by Mono County.
- ❑ You may not authorize anyone to use your account(s) for any reason. You are responsible for all usage on your accounts. You must take all reasonable precautions, including password maintenance and file protection measures, to prevent use of your accounts by unauthorized persons. The only exception to this would be IT personnel working on a problem for you.
- ❑ You must use your accounts only for the purposes for which they were authorized. You must not use your accounts for unlawful purposes, such as downloading, installation, use of fraudulent or illegally obtained software.
- ❑ You must not access or copy files (including programs, members of subroutine libraries, and data) that belong to another account without prior authorization of the account holder. Files may not be taken to other computer sites without permission from the holder of the account under which the files reside.

- ❑ You must not use the system irresponsibly, or needlessly affect the work of others. This includes the transmitting or making accessible offensive, annoying or harassing material; intentionally damaging the system, or information not belonging to you; intentionally misusing system resources, or allowing misuse of system resources by others.
- ❑ You are responsible for reporting to the Information Technology Department, any violation of these guidelines by another individual. You are also encouraged to report any information relating to a flaw in, or bypass of, computer facilities security.

Failure to comply with the above guidelines, or the unauthorized or illegitimate use of Mono County's computing facilities or resources, shall constitute a violation of County policy and will subject the violator to disciplinary or legal action by the County. In addition, the County may require restitution for any use or loss of service, which is in violation of these guidelines. Any questions about this policy or of the applicability of this policy to a particular situation should be referred to the Information Technology Department.

Request for Service Procedure

Each department should designate an employee to assess IT related problems and coordinate IT issues when deemed appropriate. Each department shall inform IT who their coordinator is and IT will respond only to that persons request for services or to a designated alternate coordinator's request.

The following procedure will be used for service calls:

1. When users need IT services, they should inform their IT coordinator who in turn will assess whether to request IT services or not.
2. If deemed appropriate, the Department IT Coordinator would then place a phone call to the IT Department at 760-932-5500. An alternative is to email a request for service to IT@mono.ca.gov. Please be descriptive in your email.
3. IT personnel will take the pertinent information and create a work order.
4. A response to the call will be made as soon as possible.

Note: Due to the nature of the services provided by the Sheriff's Department, the IT department will give the Sheriff's Department preferential consideration to requests for computer service and support.

IT personnel will be available on an on-call basis during regular business hours, 8:00am to 5:00pm, Monday through Friday at 932-5500. The Sheriff's Office will be provided emergency support after hours. Emergencies are defined as issues of a critical nature that cannot wait until the next business day. After hours contact telephone numbers and schedule will be provided to the Sheriff's Office under separate cover.

Principles for Determining Need for Upgrades

- No existing computer, with adequate resources, is available to transfer to the employee.
- The current system is inadequate. A system is inadequate if it will not run the software required to perform the employee's job tasks. Examples would include:
 - A hard disk is full and cannot load a software upgrade or a specialized software is required that will not fit on the existing disk.
 - Inadequate memory causes extremely slow operation or memory is required for a software upgrade.
 - Inadequate processor speed to reasonably handle the work requirement.

Upgrades

- The County will purchase the most cost efficient upgrade available that is compatible with user needs. Factors that influence the type of upgrade needed include:
 - Availability of funds.
 - The age of the computer.
 - The cost of the needed upgrade (occasionally it is more cost effective to purchase a new machine instead of individual components).
 - The types of applications the operator is running now or plans to run in the future requiring additional computer resources.

➤ **Note.** In order for the County to maintain technological parity, it is important to budget for replacement PC's every five years.

Ie: If there are 5 computers in the department, one computer per year should be budgeted with a plan to cycle out the least effective machine.

Purchase Procedure for New Computers or Upgrades

- ❑ The IT department will serve as coordinator for the purchase/acquisition of all County PC hardware and software. (see note *)
- ❑ A standard PC configuration will be ordered for each approved and budgeted request, if it is not feasible to upgrade the existing computer. The standard configuration will be determined by IT personnel.
The standard will always be changing, because of technology changes. All computers will be configured for e-mail and Internet. If a department head wants either of these Blocked an email to IT from the department head is necessary. (see note *)
- ❑ Users who wish to acquire hardware and/or software must register their requests with the IT department by email with a budget account number to charge for the cost. The request should be budgeted in the user department budget.
- ❑ Those who need hardware/software, above and beyond the standard, should indicate the need on their request along with the business justification.
- ❑ All PC's will be shipped to the IT Department for "setup" and software installation before delivery to the user department. (see note *)
- ❑ IT will make every effort to get the best price for the County.
- ❑ To decrease the purchase demands on the County Budget, departments should include computer hardware, software, and support requests when applying for grants.

Note* Exceptions are State and Federal Grants, Agencies or Programs that dictate hardware and software requirements. In such cases, the subject department shall handle the ordering of and delivering to that departments location. IT will provide set-up services as requested.

Backup Policy

Backup of servers located at the IT facility are the responsibility of the IT department. These backups will occur on a weekly or daily basis depending on the application. Backup tapes/disk will be rotated and recycled on a regular basis. If a Department requires a permanent backup, it is their responsibility to work with IT and see that the backup is completed. IT will be glad to assist with these needs.

Servers not located in the IT facility are the responsibility of the department owning the server. Thus, each department is responsible for backing up their own server. IT will work with you to set up procedures for this process.

The purpose of the backups is to safeguard user and system files against accidental erasures and other mishaps. **Backups are not done to provide an indefinite storage of the information existing on the computers.** Information the users wish to maintain for a very long or indefinite period, should be stored on a backup device by the users themselves. **IT is not responsible for backup of files stored on your PC.**

Responsibilities:

1. Users are responsible for obtaining approval for acquisitions from their management.
2. Further user responsibilities include the following:
 - ❑ Compliance with all legal and audit requirements.
 - ❑ Reasonable security of hardware, software, and data.
 - ❑ Data integrity. No user application may update a database created or stored on a remote machine. If such a capability is justified, it must have the concurrence of IT. "Remote machine" is defined as a PC or server not belonging to the user department.
 - ❑ Report integrity. Any report generated by an end-user software must be clearly identified with the label "PC Report" so that it is not mistaken for an official report generated as part of the County's IT Department Mainframe Server function. In situations where a PC report has basically the same format as an IT report, the user must make sure the two cannot be confused.
 - ❑ Ethics. Piracy is a growing problem for software vendors. Users are responsible for ensuring that the spirit and letter of the laws of copyright and trademark protection are followed to protect both the individual and the County. Using, utilizing, copying or otherwise distributing County purchased applications is strictly prohibited. See Computer Ethics Policy on page 3.
 - ❑ Users are discouraged from installing games or screensavers because they sometimes cause problems. Installation of any hardware or software requires the approval of the Department Head.
3. The IT department is responsible for assisting users in the following areas of acquisition and application of PC technology:
 - ❑ Purchasing
 - ❑ Maintenance
 - ❑ Troubleshooting
 - ❑ Network administration
 - ❑ E-Mail administration
 - ❑ Basic training for users
 - ❑ Identifying and evaluating new software and hardware and adding items to the recommended list.
 - ❑ Telephone administration

Definitions:

Standard Hardware:

Processor

Local disk/Hard drive

CD ROM/DVD

Network card

9/1/2009

Monitor
UPS/Surge Protector)
Mouse
Keyboard

Hardware Options:

DVD writer
Scanners
Printers
Docking Station (for Laptops)
Monitor (option for docking station)
External Mouse (for laptops)

Standard Software:

Latest Microsoft Windows release approved by IT
MS Office, (Level approved by IT)
Norton Antivirus

Software Options:

User Requirements

EMPLOYEE ACKNOWLEDGEMENT OF RECEIPT:

If you have any questions concerning this Policy or your obligations under it, please contact either your Supervisor or the IT department.

**I ACKNOWLEDGE THAT I HAVE RECEIVED THE MONO COUNTY PC
POLICY AND UNDERSTAND THAT I AM RESPONSIBLE FOR
UNDERSTANDING AND ABIDING BY ITS CONTENTS.**

Printed Employee Name: _____

Employee Signature: _____

Date: _____

The signed original of this page will be placed in the employee's personnel file. The employee will be given a copy of this page, along with a copy of the Mono County PC Policy.